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## Clinical transformation update

### The BHCS physician event

May 24, 2006, marked the second Physician Design Event for Baylor Health Care System (BHCS). Designed to engage physicians in the ongoing work of transforming Baylor's clinical processes, policies, procedures, and technology, the event drew 134 physicians from across the system.

Remarks by BHCS Chief Executive Officer Joel Allison centered on BHCS's goal of aligning its strategies to accomplish one mission: focusing on the patient. As BHCS strives to operate as one system with multiple hospitals, Mr. Allison stressed that physician involvement is necessary to accomplish these transformational goals. He also noted that attendance at the event reinforced the physicians' commitment to BHCS and its future. BHCS's new chief medical officer, Dr. Paul Convery, stated that BHCS will achieve its vision through "best care" and clinical transformation—two systemwide programs that together are working to improve patient care. As BHCS progresses from using a paper-based system to using an electronic medical record, physicians will benefit from improved workflow and unprecedented access to patient records, which will help patients move seamlessly through the system.

Following the opening presentations, physicians were divided into specialty groups. Each group attended four interactive sessions:

- **Clinical content.** This session reviewed systemwide order set development to date, described how physicians were involved with the development, and discussed how to engage more physicians moving forward.
- **Adoption/communications.** Hospital presidents facilitated this session on the best methods for communicating important information to physicians and for fostering adoption of new processes and technologies.

- **Eclipsys demonstrations.** BHCS's selected application, Eclipsys, was previewed with a focus on physician workflow. Feedback was gathered to help guide BHCS's customization of the application.
- **Computer device showcase.** This session allowed physicians to experiment with and provide feedback on different computer devices that are being considered as BHCS builds its device strategy in support of clinical transformation. Physicians were asked to rate the devices for ease of use and portability.

#### Comments from the physicians addressed several key topics:

- The need for a single sign-on capability when accessing multiple applications
- Off-site accessibility to Eclipsys via the physician portal (myBEMR)
- Computerized physician order entry (CPOE) support at the time of Eclipsys implementation
- The need for documentation in Eclipsys as soon as possible after CPOE implementation
- Integration of Eclipsys with existing systems and applications (such as PACS, MUSE, and QS)

#### BHCS physicians have several opportunities to become involved:

- Join a physician workflow design team
- Join a specialty clinical content development workgroup
- Become a clinical transformation physician champion

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